



# Resellers: Manage your customers account via FortiCloud!

[FortiCloud: https://support.fortinet.com/welcome/#/](https://support.fortinet.com/welcome/#/)

# 3 steps

- End users create [their account on FortiCloud](#)
- End users [create a “sub-account”](#) with the ID (email address) of his reseller
- Resellers connect that sub-account to their own FortiCloud account



### 3 Easy Steps: 1- Account Creation

Your Customer must create an account on  
Customer Support Portal  
<http://support.fortinet.com>

FortiCloud  
Customer Service & Support

Home Programs Resources FortiGuard Feedback

### Account Creation

Credentials

Email (Account ID):  
xxxxxxxxxx@xxxxxxxx.com

Create a Password: \*  
xxxxxxxxxx

Confirm Password: \*  
xxxxxxxxxx

Your password should contain:

- Minimum 8 characters
- Must contain numbers (0-9)
- Both uppercase (A-Z) and lowercase (a-z) letters
- Some special characters

Account

Company: \*  
ABC

Address: \*  
Bangalore

Country/Region: \*  
INDIA

State/Province: \*  
Karnataka

City: \*  
Bangalore

Zip/Postal Code: \*  
560001

Telephone: \*  
+91

Industry: \*  
Select an organization industry

Organization Size: \*  
Select an organization size

Master User: lakithsalvino6@gmail.com

First Name: \*  
Lakith

Last Name: \*  
Salvino

Title: \*  
Support Engineer

Previous Next

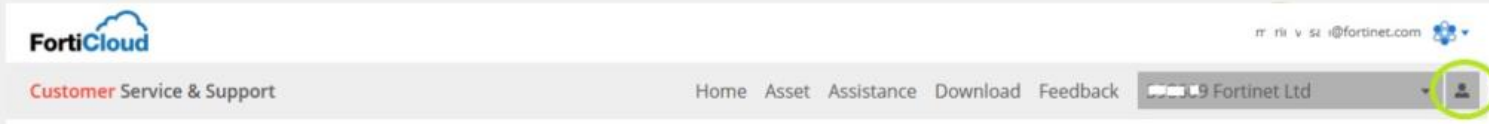
[Link to process: how to create an account on FortiCloud](#)

### 3 Easy Steps: 2- Sub-account creation

Customer creates a subaccount for their Partner on:  
Customer Support Portal  
Logs onto support portal with their credentials



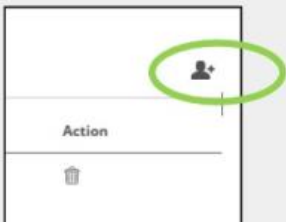
1



2



3



4

Add User

User Info

User Name:\*  Telephone:\*

Email (Account ID):\*  Confirm Email (Account ID):\*

Description:

5

☒ Customer Service

☒ RMA/DOA

☒ Technical Assistance

☐ Notify the master account of ticket updates

☒ Send renewal notices

☒ Can create user

☒ Full Access ☐ Limit Access

1. Click on **Person** icon
2. Select '**Manage User**'
3. Click on **Add user** icon
4. Fill in the Add user **form**
5. Define **permissions**

Confirmation email sent to Partner:  
**Password reset**

[Link to process : how to create a “sub-account” on FortiCloud](#)



### 3 Easy Steps: 3 - Partner creates their Customer Account List

Partner creates their individual customer account list by connecting the subaccount created by the Customer on their **Partner Portal Support Access**



FortiCloud

Customer Service & Support

Home Asset Assistance Download Feedback Fortinet (Americas)

Manage Account

- Connected Accounts
- Create an Account
- Connect Account**

Connected Accounts

**\* Note:** Current partner user has not configure the connect accounts, in order to access the full system features, it is highly recommended that you use "Connect Account" or "Create Account" link from left side menu to setup access accounts before you perform your regular tasks.

- ✓ Once connected, the **reseller's sub-account** will no longer be accessible from **support.fortinet.com**.
- ✓ The connection **will not** affect the customer's support login.

Manage Account

- Connected Accounts
- Create an Account
- Connect Account**

Connect Registered Account

Connect Account

Account ID (Email):\* Password:\*

pfessler@fortinet.com

Search

Account	Company	Name	Email	
<input type="checkbox"/>	334129	torotototot	Petra	pfessler@fortinet.com
				Connect

**Connect**

- ✓ Click on **Human Icon**
- ✓ By default, the connected account page is **empty**
- ✓ Use "**Manage Account**" menu to create customer account list.
- ✓ Connect **sub-account** created by Customer
- ✓ Enter your sub-account **credentials**, click on **search**
- ✓ **Select** the account and **Connect**
- ✓ The account will now be listed in **connected accounts**



It is **very important** that each END USER create an account on FortiCloud.

If a reseller created the account under his name instead of the END USER's name, **customer service can assist and modify**.

Contact Customer Service [cs@fortinet.com](mailto:cs@fortinet.com)



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